

**Inquiry Reasons
For 7/1/2014 - 10/1/2014**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	2
	Rates/Policies	4
		Total 6
Competitive Local Exchange Carrier		
	Billing	4
	Disconnection	2
	Line extension/upgrade charge	2
	Rates/Policies	4
	Refusal to provide service	3
	Service quality/repair	28
		Total 43
Gas Distribution Companies		
	Billing	10
	Deposit	2
	Disconnection	9
	Rates/Policies	6
	Refusal to provide service	1
	Safety	2
	Service quality/repair	2
		Total 32
Intrastate Gas Pipeline Companies		
	Refusal to provide service	2
	Service quality/repair	1
		Total 3
Investor-Owned Electric Utilities		

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Utility Type	Inquiry Reasons	No. of
	Billing	48
	Deposit	5
	Disconnection	51
	Line extension/upgrade charge	2
	Rates/Policies	46
	Refusal to provide service	16
	Safety	2
	Service quality/repair	15
		Total 185
Investor-Owned Water Companies		
	Billing	6
	Disconnection	2
	Line extension/upgrade charge	1
	Rates/Policies	4
	Service quality/repair	4
		Total 17
Local Exchange Carriers		
	Billing	36
	Disconnection	5
	Line extension/upgrade charge	5
	Rates/Policies	17
	Refusal to provide service	6
	Safety	8
	Service quality/repair	156
		Total 233
Long Distance Carriers		
	Billing	2

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Utility Type	Inquiry Reasons	No. of
	Service quality/repair	4
		Total 6
Operator Services		
	Rates/Policies	1
		Total 1
Rural Electric Cooperative Corporation		
	Billing	15
	Deposit	2
	Disconnection	9
	Rates/Policies	3
	Refusal to provide service	3
	Service quality/repair	2
		Total 34
Sewer Utilities		
	Billing	2
		Total 2
Water Associations		
	Billing	1
	Rates/Policies	1
	Refusal to provide service	1
	Service quality/repair	1
		Total 4
Water Districts		
	(none)	1
	Billing	17
	Disconnection	6
	Rates/Policies	6

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Utility Type	Inquiry Reasons	No. of
	Refusal to provide service	3
	Service quality/repair	5
		Total 38
		Grand Total 604